

DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES



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December 30, 2004

Steve Brown, Chairman, Board of Directors;
Dale Boespflug, Executive Director;
Dewi Morgan-Jones, Director of Programs
Havre Day Activity Center, Inc.
PO Box 1847
Havre, MT 59501

RE: Summary Report: Quality Assurance On-Site Review FY05

The annual on-site review portion of the quality assurance process was conducted during the period of November 30-December 1, 2004. References and guidelines are found in the Developmental Disabilities Program (DDP) Handbook titled "Quality Assurance Process for Adult and Group Home Services" dated July 11, 2003.

This report contains findings, comments and recommendations noted during my on-site review of day program services and six residential facilities. It also includes observations from scheduled and unscheduled visits and phone calls conducted over the past year and a desk review of trend analyses from both the previous and present Quality Improvement Specialist.

A total of 12 Quality Assurance Observation Sheets (QAOS) are included with this report. QAOS #4 is the only one requiring a written response, though a verbal response was given during the exit conference on December 1, 2004. This response is required by January 10, 2004. Of the other QAOS sheets, some contain suggestions to improve services, and many note exemplary practices of HDAC.

It was a pleasure to conduct a review of services provided by Havre Day Activity Center. HDAC's reputation of providing quality services for individuals with developmental disabilities is well deserved.

Sincerely,

Catherine A. Murphy,
Quality Improvement Specialist

enclosures: Quality Assurance On-Site Review Report
QAOS sheets #1-12

CC: Tim Plaska, Community Services Bureau Chief
Bruci Ann Hall, Region II Manager
John Zeeck, Quality Assurance Specialist
Contract File

